



# City of Rialto

## EMPLOYMENT OPPORTUNITY

### EMERGENCY DISPATCHER II

Salary: \$2,946 – \$3,581/Month

**Final Filing Date:** Open until filled. A City application is required and may be obtained online at [www.rialtoca.gov](http://www.rialtoca.gov), via email [hr@rialtoca.gov](mailto:hr@rialtoca.gov), by calling (909) 820-2540 or at the Human Resources Department. Resumes may be attached to the City application but will not be accepted in lieu of a completed City application. Postmarks and faxes will not be accepted.

**The Position:** The successful candidate is a self-motivated team member able to exercise good judgment under the most stressful conditions while maintaining a professional bearing. The ideal candidate will have excellent analytical, interpersonal, and verbal communication skills. This individual will have the ability to process complex and dynamic data while working in a stationary environment and must be responsive to the needs of a diverse community and other operating departments. The successful candidate also is willing to work the necessary hours and times to accomplish goals, objectives and required tasks. Under general supervision, essential functions include, but are not limited to: receives emergency and non-emergency calls for service; dispatches field units to emergency situations; determines nature and location of call; determines priority of calls and dispatches units accordingly; provides assistance, information and directions to non-emergency callers; maintains awareness of field units activity within the computer aided dispatch (CAD) system; communicates with field units through radio in accordance with mandated regulations; maintains status and location of units on patrol; performs warrant checks as directed by police officers on the scene; relays results to officers; responds to field personnel resource requests; dispatches necessary resources; operates a variety of specialized communication equipment in the performance of all job duties including computer terminal with computer aided dispatch software, radio console, scanner and related electronic systems and devices; maintains logs and record of all calls; responds to public inquiries in a courteous manner; provides information within the area of responsibility; resolves complaints in an efficient and timely manner; participates in training staff in assigned area including emergency dispatching methods, procedures and techniques; verifies work of assigned training staff for accuracy, proper work methods, techniques and compliance with applicable standards and specifications; collects and files information regarding incidents and departmental activity; compiles data; prepares and types reports as necessary.

**Education, Experience and Requirements:** **Equivalent to the completion of the 12<sup>th</sup> grade; two years of increasingly responsible communications or dispatch experience; Basic Post Dispatch Certificate desirable.** *Knowledge of:*

Operations, services and activities of an emergency dispatching system; operations of a computer aided dispatch system; methods and techniques of dispatching emergency calls; current dispatch terminology, codes, procedures and practices; principles and procedures of record keeping, security and dissemination; techniques of questioning for both emergency and non-emergency calls; streets, landmarks, and geography of the Rialto area; English usage, spelling, grammar, and punctuation; modern office procedures and methods including computers and supporting word processing and spreadsheet applications; pertinent Federal, State and local laws, codes and regulations.

**Ability to:** Perform a variety of emergency and non-emergency dispatch duties; react calmly and effectively to emergency situations; respond quickly and efficiently to emergency situations; establish priority of emergency situations; effectively communicate and elicit information from callers; analyze and interpret maps; operate 9-1-1 systems, radio transmitting system, and computer aided dispatch system; respond to and resolve difficult and sensitive citizen inquiries and complaints; work independently in the absence of supervision; prepare and maintain a variety of files, records and reports; understand and follow oral and written instructions; operate a variety of office equipment including a computer, teletype and radio; interpret and apply Federal, State and local policies, procedures, laws, codes and regulations; communicate clearly and concisely, both orally and in writing; establish and maintain cooperative working relationships with those contacted in the course of work; type accurately at a rate of 35 words per minute from printed copy.

Selection Process:	Phase I	Application Appraisal
	Phase II	Oral Board Interviews
	Phase III	Finalist Interviews

# City of Rialto

Incorporated November 17, 1911, THE CITY OF RIALTO covers 28 square miles and currently has a population of approximately 95,000. Citizens enjoy the services of City-owned water, fire, and police departments, as well as community recreation facilities. Rialto provides shopping facilities and ample professional and banking services within an hour drive of Lake Silverwood, Big Bear Lake, Lake Perris and Lake Arrowhead, providing camping, skiing, boating and other recreational activities. Rialto is served by three major freeways, I-10, I-15, and I-215, as well as State Highways 60 and 91.

## EMPLOYMENT INFORMATION

**HOW TO APPLY:** Applications and information may be obtained from the Human Resources Office, 290 W. Rialto Ave., Rialto, CA 92376. Telephone (909) 820-2540. Job Hotline (909) 820-2640.

**APPLICATIONS:** Applications must be filled out completely and must clearly show that the minimum qualifications are met. Submitting an incomplete application may result in disqualification. All statements made on the application are subject to investigation and verification. Applications must be filed by the established deadline. Resumes may be attached to the completed application forms, but a resume will not be accepted in lieu of an official application form.

**SELECTION:** Those applicants who meet the minimum qualifications and appear to be among the best qualified will be selected as candidates for the examination.

**Should a qualified individual with disabilities need reasonable accommodation in order to participate in the examination process, the City of Rialto must be notified no later than five working days of the scheduled examination date.** The Immigration Reform & Control Act of 1986, requires that all employers examine specified documents and verify that all employees hired after November 6, 1986, are either United States citizens or aliens legally permitted to work in the United States. Any offer of employment extended to an applicant is contingent upon the applicant providing the appropriate

Documents prior to commencement of employment.

**EMERGENCY SERVICE:** All City employees are required to perform assigned Emergency Service duties in the event of an emergency or disaster.

**EMPLOYMENT STANDARDS:** *Employment with Rialto is contingent on meeting the medical standards of the position. An employee must pass a pre-employment physical examination, including a reference and background check, loyalty oath, and complete a one year probationary period. (Safety employees-eighteen months.)*

## EMPLOYMENT BENEFITS

**VACATION** with pay of 11 working days per year is granted the first through fourth years; 15 working days vacation in the fifth through tenth years; one additional day per year after the tenth year, up to a maximum of 20 working days per year.

**TWELVE HOLIDAYS** are observed each year, plus four floating holidays of employee's choice.

**SICK LEAVE** is accumulated at the rate of one day per month with no maximum amount of accumulation.

**RETIREMENT** benefits are provided to City employees by the Public Employee's Retirement System (PERS), at 2% at age 50 formula. The City pays the employee contribution towards PERS.

**CAFETERIA PLAN** City's contribution to the Cafeteria Plan is \$855.00 to go towards the employee's contributions for Health, Vision, and Dental insurance premiums for each employee of the unit.

**HEALTH INSURANCE** is offered through PERS with several different plans to choose from and with the City paying a major portion of the premium for employee and dependents.

**LIFE INSURANCE** provides a \$50,000 double indemnity policy for employee plus dependent coverage (\$5,000 for spouse and \$1,500 for each child over six months; \$500 for each child under six months).

**DENTAL INSURANCE** is offered to employees by Delta Dental and Safeguard Dental.

**DEFERRED COMPENSATION** is available to those employees who wish to supplement their retirement income. Money may be deducted from their checks and placed in a security plan without paying taxes on the amount until it is withdrawn.

**MERIT RAISES** may be received in the form of salary increases four times within or in four years with the attainment of satisfactory work performance.

**BILINGUAL PAY** is paid to employees who successfully pass the bilingual proficiency examination for Spanish.

**SPORTS CENTER** usage has been made available; at no cost, to all employees as set forth in the usage guidelines. The facilities include weight room, racquetball and tennis courts, pool, sauna, and jacuzzi.

**NOTE:** The provisions of this bulletin do not constitute an expressed or implied contract. Any provision in this bulletin may be modified or revoked without notice.

**EQUAL OPPORTUNITY:** The City of Rialto does not discriminate on the basis of race, religion, color, sex, age, ancestry, national origin, marital status, or disability. Equal employment opportunity will apply to all personnel actions, including, but not limited to, recruitment, selection, training, transfers, promotions, evaluation, compensation, discipline, layoffs, terminations and rehires.